

PART I - SECTION
DESCRIPTION/SPECIFICATIONS

Part I - Section C
Specifications/Statement of Work

C.1 Scope of Work

The Federal Aviation Administration (FAA) has revised and updated its requirements for guard services for all facilities and established minimum standards for physical security management, control, and safeguarding of assets and facilities. The purpose of this contract is to procure armed guard services which provide physical security safeguards for FAA employees, facilities, United States Government property and assets from loss, theft, damage, unauthorized use, criminal acts, espionage, sabotage, and terrorism. Under this contract, the Contractor shall be required to provide guard services for [FILL IN REGION/FACILITIES].

C.2 General Requirements

The following is a representative listing of general duties and responsibilities to be performed by guard personnel at FAA facilities. Performance of this work shall be carried out in such a manner that causes minimal interruption to or interference with proper execution of government business. The Contractor shall ensure that all security violations are properly documented and reported to the Contracting Officer's Technical Representative (COTR) and the Facility Security Coordinator (FSC). The Contractor shall ensure that all guard services provided herein are in accordance with FAA Order 1600.69B, Chapter 4.

1. Take appropriate action to prevent the occurrence of fires, explosions, collapses, and other catastrophes. In such an event, summon appropriate response and then notify FAA personnel. Assist in minimizing the effects and in restoring the area to a safe condition.

2. Safeguard and deter the commission of crimes against a person or persons, summon appropriate response forces, and assist those response forces as required. Provide emergency assistance as required. Follow emergency and contingency operating procedures as prescribed by the facility, during emergency situations. Examples of emergencies are provided in the Facility Guard Manual.

3. Deter and report damage, pilferage, removal, secreting, misappropriation, misuse, larceny, theft, or other improper or unlawful threats to, or disposition of Government or personal property or acts of espionage, sabotage, or wrongful destruction within the facilities or grounds.

4. Apprehend and detain all suspicious persons, or those who gain or attempt to gain unauthorized access to the facility, for release to local law enforcement authorities.

5. Safeguard and protect all Government classified, proprietary and sensitive information, documents, material and equipment. Enforce the established policies and procedures for controlling the removal of property and documents from the facility.

6. Investigate and report any suspicious activity in accordance with established facility security policies and procedures.

7. Monitor, assess, and respond to alarms. Investigate and report any suspicious activity in accordance with established security policies and procedures.

8. Conduct visual inspections of the inside of all visitor passenger and delivery vehicles and review the manifest before access to the facility is allowed.

9. Conduct random personnel/vehicle inspections as directed by facility management.

10. Enforce the facility's rules and regulations governing control of parking and all vehicular and pedestrian traffic. Deter and report unauthorized personnel and/or vehicular activities on the facility.

11. Ensure qualified, trained relief personnel are on duty as a replacement for any employee deemed unable to perform the assigned duties. The Contractor shall have a qualified relief replacement available within a two-hour time frame.

12. Provide additional qualified security guards for planned events, emergencies, and ad-hoc situations as required. The FAA shall provide the Contractor as much advanced notice as possible depending on the event(s) and/or circumstances.

13. Operate, maintain, and enforce the system of personnel identification and access controls for facility employees and visitors prescribed by established orders, policies and procedures.

14. Operate, monitor and assess the surveillance and intrusion detection systems as required.

15. Provide in writing any security deficiencies and report them in an expeditious manner to the COTR and FSC. The Contracting Officer (CO), COTR and FSC have the authority to unilaterally modify patrol times and order a non-routine patrol.

16. Maintain a written daily log (FAA Form 1600.8) of all patrols, incidents, and visitors. This log may be reviewed only by the COTR, FSC and the Servicing Security Element (SSE).

17. Receive, receipt for, and secure prohibited personal property as well as lost and found articles pending transfer to appropriate authorities.

18. Ensure all lights inside the guard post are turned down to provide maximum surveillance of the area. However, when vehicles approach, the guard shall ensure there is sufficient light for the driver to see the guard's signals.

19. Receive, receipt for, secure, issue, and account for all keys that are issued to the Contractor or placed under the Contractor's control.

20. Make appropriate checks using a watch clock or electronic tour system equivalent.

21. Ensure that all exterior doors are secured.

22. Perform escort duties as required by security policies and procedures for the facility.

23. Provide written and verbal reports as required by existing policies and procedures.

24. Screen, evaluate and process facility visitors using a metal detection device.

25. Operate x-ray equipment to screen, evaluate and process mail and packages entering the facility.

26. Where applicable the Contractor shall be required to operate Government furnished vehicles for the performance of this contract.

C.3 Statement of Work

1. The vendor's primary business must be providing contract armed security guard services.

2. The vendor must have at least five (5) years of documented experience in the field of contract security services.

3. The vendor must provide written evidence of providing satisfactory service to large facilities similar to FAA Security Level 3 and 4 facilities.

4. The vendor must ensure all guards meet state and local licensing requirements and hold applicable licenses.

The Contractor shall furnish all labor, supervision, materials, equipment, transportation, and management necessary to provide guard services in accordance with the stated requirements, except Government Furnished Properties specified. The Contractor shall implement all necessary scheduling, personnel, and equipment control procedures to ensure timely accomplishment of all guard service requirements.

C.3.1 Contractor Management

The Contractor shall have been in the business of providing contract security guard services for a continuous period of at least the immediate past five years. The Contractor shall manage the total work effort associated with the guard services required herein to assure fully adequate and timely completion of these services. Included in this function will be a full range of management duties including, but not limited to, planning, scheduling, report preparation, establishing and maintaining records, and quality control. The Contractor shall provide an adequate, qualified staff of guard personnel with the necessary management expertise to assure the performance of the work in accordance with sound and efficient management practices.

Perform unannounced inspections of their contract guard performance bi-weekly during each contract guard shift. The COTR may determine specific inspection times, as required. The date and time shall be noted in the FAA contract guard log.

C.3.2 Contractor Guard Supervisor Requirements and Qualifications

The Contractor shall ensure that supervisory personnel shall have two years experience in facility protection at a level commensurate with the scope of work of this contract. In addition, the supervisor must meet the Contract Guard Requirements and Qualifications as set forth in section C.3.3.2 in this contract. Prior to being assigned duties, the person selected for a supervisor position must be accepted by the COTR and the SSE. The guard supervisor may or may not be part of the guard working staff for that duty shift. The Contractor shall ensure that supervisors have facility protection experience commensurate with the scope of this contract.

The supervisor shall:

1. Provide supervision of Contractor personnel to ensure compliance of all contract requirements.
2. The contractor shall ensure that the supervisor has sufficient time to conduct the required inspections and carry out their supervisory responsibilities in accordance with this contract.

C.3.2.1 Contractor Guard Supervisor Responsibilities

The Contractor shall provide supervision of employees. The supervisor shall ensure that each post is staffed as required, that employees are properly uniformed and present a neat appearance, and that each employee is familiar with their post and duties. Such supervision may include an informal "guardmount" during which relief personnel shall be assembled for inspection, arming, announcements, and a general transfer of information from one shift's personnel to the next. This is in addition to the time required for posting and relief of personnel.

The Contractor's supervisory personnel shall be available at all times to receive and implement orders or special instructions from the CO/COTR concerning matters which affect the operation, protection and/or security of assigned areas.

The Supervisor shall:

1. Exercise individual judgment as to staffing, scheduling and utilizing guard personnel.

2. Provide to the CO/COTR a current list of available guards. This list will consist of individuals who meet all the special provisions provided for in these specifications. The Contractor will be responsible for maintaining this list with current information and will supply the CO/COTR with a new list whenever changes occur.

3. Exercise supervisory responsibilities over the operation of guard force to ensure that the required services are provided on a consistent and continuous basis.

4. Serve as the contact point between the Contractor and the COTR/FSC. The supervisor shall receive and handle all instructions from the COTR/FSC and ensure they are properly implemented by the guard force.

5. Receive complaints, violations of guard instructions and initiate corrective action.

6. Conduct an FAA approved security orientation on individual conduct and responsibility for contract personnel prior to their duty assignments. Each employee's initial orientation will be documented and signed by the employee and supervisor. A copy shall be forwarded to the CO/COTR.

7. Periodically inspect guards to observe their conduct from the standpoint of efficiency, conduct and compliance with the Facility Guard Manual, guard orders and other applicable regulations and instructions. In making the required supervisory inspection, the Contractor shall determine at a minimum that the guard is in full uniform when carrying out the duties and responsibilities of the FAA contract. The inspection shall ensure that the overall appearance and demeanor of the guard promulgates professionalism, not only during the actual inspection but also throughout the assigned shift. The Contractor shall ensure that all results of observations are to be kept in a guard log.

8. When inspecting the guard employees, the supervisor shall ensure that:

a. A current copy of the regulations and instructions pertaining to the guard post, the guard manual and guard orders are immediately available at each post of duty.

b. Each guard has studied the orders and regulations and is thoroughly familiar with them.

c. Each guard must comply with the orders and regulations at all times.

9. The supervisor, upon notification that a firearm has been discharged, shall take the following actions:

a. Ensure that action has been taken to notify the appropriate authorities if a fatality, injury, or damage to private property occurs.

b. Request medical aid, if needed.

c. Notify the FSC/SSE/COTR by the most expeditious means available and provide a written follow-up report of the incident within 24-hours.

C 3.2.2 Contractor Supervisor Guard Manual

The Contractor shall be required to develop and issue a current and comprehensive Contractor Supervisor Guard Manual to each contract guard supervisor assigned to duty at the FAA facility. The manual shall contain the basic guidance issued by the Contractor to their supervisory employees concerning matters of discipline, inspections, management practices, and overall supervisory authority on this contract. The supervisor is additionally responsible for compliance to the Contractor Guard Manual. The Supervisor Guard Manual shall be coordinated with the COTR and the SSE before issuance.

Within twenty-one (21) calendar days after contract award, the contractor shall provide copies of the Supervisor Guard Manual to the CO for review as set forth by "List of Required Records and Reports" clause, in Section F. The FAA will review and approve this manual within fifteen

(15) calendar days of receipt. The contractor shall furnish, within fifteen (15) calendar days of FAA approval, one copy to the CO, COTR, the on-site supervisor, all posts and all guards. The Supervisor Guard Manual shall be approved by the COTR/SSE before issuance.

The manual shall be reviewed by COTR and SSE annually and updated as required. Within twenty-one (21) calendar days after the review, the contractor shall provide copies of the updated Supervisor Guard Manual to the CO for review. The FAA will review and approve this updated manual within fifteen (15) calendar days of receipt. The final updated copy shall be furnished to the CO within (15) calendar days.

C.3.3 Guard Staffing Requirements

The Contractor shall provide a sufficient number of qualified personnel in accordance with FAA Order 1600.69B, Chapter 4, Figure 4-1, to perform the security guard services described in this statement of work. At no time shall a guard vacate a post until properly relieved.

The Contractor shall provide evidence, where applicable, that each guard has met the specific requirements for this SOW. This evidence shall be provided by the Contractor for each guard to the COTR.

C.3.3.1 Recall System

The Contractor shall provide an employee recall system with the capability of contacting and recalling off duty personnel up to double per shift. Personnel shall be on-site within one (1) hour of the Contractor's receipt of the COTR recall authorization. Situations which may result in recalls include riots, civil disturbances, or

other large gatherings of people where, in the opinion of the Government, a threat exists to life and property. CO/COTR will notify the contractor for additional personnel as required.

C.3.3.2 Contract Guard Requirements and Qualifications

The contract guards shall be armed and consist of designated persons specifically hired, organized, trained, and equipped to perform functions in support of the FAA Facility Security Management Program for the protection of personnel, assets, and facilities. The authority of guards varies in accordance with the location and ownership of the facility concerned and applicable local, state, and federal laws. The following basic qualifications shall apply to all individuals employed or being considered for employment as a guard at an FAA facility.

C.3.3.3 Citizenship

FAA contract guards utilized by the FAA shall, without exception, be U.S. citizens.

C.3.3.4 Personal Traits

The Contractor shall ensure guards assigned to duties at a FAA facility will be expected to:

1. Exercise good judgment.
2. Interact with people in a positive manner.
3. Maintain a high level of performance.
4. Maintain poise and self-control under stress.
5. Meet and interact with the general public.

C.3.3.5 Education and Experience

The Contractor shall ensure that guard personnel have, as a minimum, a high school diploma or General Equivalency Diploma (GED) and have two (2) years of experience demonstrating the ability to:

1. Read, understand, and apply printed rules, detailed orders, instructions and training material.
2. Construct and write clear, concise, accurate and detailed reports.
3. Input security related data in security computer systems.

C.3.3.6 Written and Oral Communication Skills

The Contractor shall certify in writing to the CO/COTR that each guard is fluent in speaking, reading, writing, and understanding English. They also must be able to write official reports that are grammatically correct and technically accurate.

C.3.3.7 Age Qualifications

The Contractor shall ensure that at the time of employment, each guard is at least 21 years of age.

C.3.3.8 Physical Exam/Drug Test

The Contractor shall ensure that each guard receives a physical examination and drug test. Each test shall be completed fifteen (15) days prior to any guard assuming duties at any FAA facility. The Contractor shall certify in writing to the CO/COTR prior to any guard assuming duties at an FAA facility, and every year thereafter, positive evidence that the guard has passed a mandatory drug test, examined by a licensed medical doctor, and determined to be physically fit to perform the normal duty functions of a guard. In addition to the requirements stated herein, the examination shall cover, as a minimum, the following:

1. An evaluation as to whether the individual is in good general health, without any physical defects or abnormalities which would interfere with job performance.
2. A determination that the individual possesses binocular vision correctable to 20/30 (Snellen) and is not color blind.
3. A test of hearing capability to determine if the individual is able to hear normal conversation at twenty (20) feet and whispered conversation at ten (10) feet without the benefit of a hearing aid.

[NOTE FOR CO/COTR]: If state or local medical qualification standards for security officers are more stringent than those indicated above, the state and local standards shall apply.

C.3.3.9 Physical Fitness Certification

Before assuming duties, the Contractor shall certify in writing to the CO/COTR, each guard has been medically examined and determined to satisfactorily meet the medical qualification requirements. These requirements shall apply to both the initial medical certification prior to beginning employment and for required annual medical certifications, thereafter. The certification shall be submitted to the CO/COTR no less than fifteen (15) days prior to beginning on duty. The results of a mandatory drug test/screening test shall be part of the annual physical fitness certification. Certification shall be accomplished by using the form entitled, "Certification of Physical Qualification" (See FAA Order 1600.69B, Figure 4-3).

C.3.3.10 Physical Condition

The Contractor shall ensure that each guard shall be in good physical condition, be able to protect themselves and others, and withstand sudden emotional stress and physical exertion in apprehension of suspects and violators. Pursuit may be on foot, requiring running, jumping, climbing, and/or crawling, followed by physical contact to overpower the violator, as necessary.

C.3.3.11 Other Physical Requirements

The Contractor shall ensure that an individual who has been incapacitated due to serious illness, injury, disease, or surgery/operation, which could interfere with the effective performance of assigned duties shall, prior to resumption of such duties, provide medical evidence of recovery and ability to perform.

C.3.3.12 Medications (Prescribed, Non-Prescribed, Intoxicants)

The Contractor shall ensure that while on duty no contract guard or Contractor employee will possess, sell, consume, or be under the influence of medications, intoxicants, drugs, or substances which impair the ability to perform their assigned duties. The Government reserves the right to direct the Contractor to remove an employee from the work site for failure to comply.

C.3.3.13 Random Drug and Alcohol Testing

The FAA may require a maximum of 2 per quarter Contractor conducted random drug and alcohol tests for guards working on this contract, and submit results to the CO/COTR.

C.3.3.14 Standards of Conduct

The Contractor shall maintain satisfactory standards of employee competency, conduct, appearance, and integrity, and be responsible for taking disciplinary action against employees as necessary. Each Contractor employee is expected to adhere to standards of conduct that reflect credit upon themselves, their employer, the FAA, and the Federal Government. The Government reserves the right to direct the Contractor to remove an employee from the work site and/or this contract for failure to comply with the standards of conduct. The Contractor shall initiate immediate action to replace such an employee to maintain continuity of services at no additional cost to the Government. The Standards of Conduct shall be included in the Guard Manual.

C.3.3.15 Disorderly Conduct

Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words, actions, or fighting shall not be condoned. Also included is participation in disruptive activities which interfere with normal and efficient Government operations. The Government reserves the right to direct the Contractor to remove an employee from the work site for failure to comply with the Disorderly Conduct clause.

C.3.3.16 Neglect of Duties

The Government reserves the right to direct the Contractor to remove an employee from the work site and/or this contract for neglect of duties. This includes, but is not limited to, sleeping on duty, intoxication, unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during duty hours, and refusing to render assistance or cooperate in upholding the integrity of the work site security.

C.3.3.17 Bonds

The Contractor is responsible for obtaining all official bonds required, and pay all fees or costs involved or related to the authorization for the arming of all employees engaged in providing services specified under this contract. The Contractor shall submit copies of all official bonds, payment of fees and costs to the CO.

C.3.3.18 State and Local Licenses

The Contractor is responsible for ensuring that all guards qualify for and continue to meet requirements for state and local licensing.

C.3.3.19 Authority and Jurisdiction

The authority of Contractor personnel to detain and/or make arrests shall be that of private citizens as defined by the laws of the state(s) in which performance takes place; and each member of the guard force shall be under a duty by virtue of his/her employment under this contract to exercise that authority in the manner directed by this contract, including the Guard Manual.

The guard force shall be familiar with and comply with the limits of the jurisdiction defined in the Guard Manual.

C.3.3.20 Records and Reports

The Contractor shall maintain records and prepare reports as set forth by "List of Required Records and Reports" clause, in Section F. A copy of all reports shall be maintained on-site and available for inspection by the Government at all times.

C.3.3.21 Investigations

Periodically, the Contractor may be required to make written and oral statements to the Office of Security and Hazardous Materials, the Federal Bureau of Investigation or other agencies due to the nature of a particular incident. Any written statements provided shall be considered a report under the terms of the contract.

C.3.3.22 Criminal Actions

Contractor employees are subject to criminal actions as defined by Title 18 United States Code and any other applicable law. These include, but are not limited to:

1. Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records.

2. Unauthorized use of Government property, theft, vandalism, or immoral conduct.

3. Unethical or improper use of official authority or credentials.
4. Misuse of weapons.
5. Security violations.

C.3.3.23 Monthly Work Schedule

The Contractor shall provide a monthly work schedule, which indicates specific hours of the day that each post will be staffed, the guard's name and the number of personnel per post. Other known requirements, such as scheduled escort services, scheduled courier services, and scheduled fire/evacuation drills shall also be shown on the schedule. The Contractor shall submit this work schedule to the COTR three (3) business days prior to the beginning of each month. Changes to the monthly work schedule shall be submitted to the COTR at least three (3) business days prior to the start of the proposed change.

C.3.3.24 Contractor Pre-Employment Investigation

The Contractor shall be required to certify in writing to the CO that each guard has successfully passed a pre-employment suitability investigation in accordance with this paragraph before the guard is assigned to the FAA facility.

The Contractor shall be required to conduct or have conducted a suitability investigation for each individual. The investigation shall include the following:

1. Search of police files in the area of residence.
2. Inquiries of former employers for a period of five (5) years.
3. Information that may reflect on the suitability of the guard to perform security duties under this contract.

The Contractor shall provide the results of the investigative reports for each guard to the CO not later than fifteen (15) days prior to beginning duty.

C.3.3.24.1 Felony Convictions

The Contractor shall ensure that no employee has a felony conviction and no convictions, either felony or misdemeanor, that reflect on the individual's suitability. Requirements for this contract may fall under other FAA Regulations prohibiting employment. Where contracts require access to airport operations areas the Contractor will comply with the Federal Aviation Regulation, part 107.

C.3.3.24.2 Misdemeanor Convictions

The Contractor shall conduct a local file check for guards working on this contract for compliance with the Lautenberg Amendment.

C.3.3.25 Personnel and Industrial Security Requirements

All FAA contract guards shall be subject to an FAA National Agency Check with Inquiries (NACI). The Contractor shall submit completed applications for this background investigation to the CO not later than fifteen (15) days prior to beginning duty as an FAA contract guard. In order to protect the security interests of the government, and those transportation industry activities releasing proprietary information to the FAA, all Contractor employees assigned to perform service under this contract will as a minimum be the subject of a favorably adjudicated NACI.

1. The CO shall obtain an original Standard Form 85P, Questionnaire for Public Trust Positions, and two Standard Form FD-258, Fingerprint Cards, for each required check. The Contractor employee must date and sign the Standard Form 85P. The completed forms are to be submitted to the SSE in a sealed envelope at least ten (10) days prior to reporting for duty. A copy of the transmittal letter will be sent to and maintained by the CO.

2. In the event derogatory/adverse suitability information is developed as a result of these investigations, the FAA CO will notify the Contractor of appropriate actions to be taken.

3. Investigative information developed by the government on contractor employees is releasable only in accordance with applicable regulations. Information relating to national security is only releasable to individuals with a valid need to know and appropriate levels of access.

4. Where classified guard contracts are required, the CO will notify the Contractor of the appropriate security guard investigative requirements. Access to classified national security information is not normally required in the performance of this contract.

C.3.3.26 Employment of Government Personnel

The Contractor shall not hire off-duty Government employees whose employment would result in a conflict with Office of Personnel Management (OPM), Department of Transportation (DOT)/FAA Regulations, and any other Federal Code.

C.3.4 Contractor Furnished Equipment

The contract requires that the Contractor shall provide employees all necessary equipment to perform their duties in a competent, capable, and efficient manner.

The Contractor shall make the following typical equipment available to guard personnel to perform normal functions: Individually assigned firearms, first aid kits, high power flashlights, key control containers, portable communication devices (e.g. radios, wireless phones, etc.)

portable fire extinguishers, traffic control devices, and such other items as the FAA may deem necessary.

C.3.4.1 Firearms Equipment Requirements

Minimum firearm requirements include the following:

1. Only upon successful completion of the required firearms qualifications and compliance with certification requirements shall a firearm, by serial number, be furnished by the Contractor to each guard and supervisor for duty use at FAA facility. Each facility will use only one (1) type of weapon. Only the weapon and the type of ammunition that the guard has qualified with shall be used. Personal weapons shall not be used.

2. Firearms shall only be a Contractor-provided .38 caliber revolver or 9mm semiautomatic pistol of U.S. manufacture. Other types of weapons shall not be used.

- a. .38 Caliber Revolver. The revolver will be a standard police service type with a 4-inch barrel.

- b. 9mm Semiautomatic Pistol. The pistol will be a standard police service type with an approximate 3 to 5" barrel length. The pistol may have double or single/double action properties. If the pistol employs a firing pin block that prevents the hammer from falling without physically pulling the trigger in addition to a manual safety, a round may be carried in the chamber while holstered on duty. If a round is carried in the chamber, consideration should be given by the Contractor to periodically rotating ammunition loaded in magazines to prevent repeated wear on the top round caused by daily charging of the weapon. Magazines used will be the standard magazines provided or recommended by the manufacturer.

3. Firearms cleaning maintenance shall be performed prior to reporting for duty. This will be conducted on a weekly basis or more frequently, if weather conditions require, to ensure optimum operating condition. The Contractor shall provide all needed cleaning supplies for this function.

4. Modifications to issued firearms are not permitted with the exception of handgrips and sights. Qualification must be performed with the alteration in place and not simply removed and added before and after each qualification.

5. The Contractor shall provide a list of serial numbers of firearms to be used on this contract to the COTR prior to the performance date. This list shall be kept current by the Contractor and any change shall be submitted to the CO/COTR immediately.

6. The Contractor shall provide ammunition for authorized firearms. Each guard, entering on duty, including the on-site supervisor(s), shall be issued up to thirty (30) rounds of the appropriate caliber ammunition. Ammunition shall be inspected and cleaned daily to ensure its safe and effective use. Ammunition shall be of U.S. commercial manufacture only (no "reloads"). All ammunition used at a specific site will be the same.

7. Ammunition must meet the weapon's manufacturer's recommended specifications. The use of specialized (i.e. green tip) or enhanced ammunition is not authorized.